

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

Honoring California's Veterans



Classification: **Program Technician II (\$2638- \$3209)**
Permanent, Full Time

Location: Department of Veterans Affairs
Farm and Home Division-Collection, Foreclosure and Real Estate Owned (REO) Unit
1227 O Street, Sacramento, CA 95814

Who Should Apply: Current State employees in this classification or those who are eligible on a certification list, transfers, or reinstatement may apply for this vacancy. SROA/SURPLUS PROVISIONS APPLY.

If you are not a current State employee or otherwise eligible, you may qualify for a civil service examination based on the minimum qualifications for the classification. To view a current listing of examinations being offered by the California Department of Veterans Affairs, please visit our website at www.cdva.ca.gov, or to view examinations offered by all State departments, please visit the State Personnel Board's website at www.spb.ca.gov.

HONORABLY DISCHARGED VETERANS WHO FALL UNDER EITHER CATEGORY AND MEET THE REQUIREMENTS STATED ON THE JOB AND/OR EXAMINATION ANNOUNCEMENT ARE ENCOURAGED TO APPLY.

Duties and Responsibilities: Under the direction and supervision of the Senior Property Agent, the Program Technician II performs the following:

- Prepare, type, respond to, and mail correspondence; Prepare, type and monitor repayment agreements; open and distribute mail, analyze/adjust accounts; research and disburse bill payments and application of loan payments; notarize documents for CDVA; assist property agents.
- Communicate effectively with the public/customers, other Agencies, the Courts and other staff within our Department both written and verbal. Duties include, but not limited to: Develop and maintain professional relationships, provide excellent customer service, prepare, review and respond to correspondence, solve customer problems, train other staff and attend training as required.
- Use of the following computer systems and programs: Mitas, Microsoft Word, Excel, Outlook, Internet/Intranet.
- Participate in administrative functions for the Unit and Division including but not limited to: Credit reporting issues, special projects, attending meetings, preparing reports.
- Provide field contact as needed, i.e., filed visits, attend community events or industry meetings on behalf of the program for marketing, training and informational purposes (may include public speaking).

How to Apply: Candidates should submit a State Application (STD. 678) and résumé to:

Department of Veterans Affairs
Human Resources Division
1227 "O" Street, Room 404
Sacramento, CA 95814

Attn: Juanita Rios, Reference M80# 179 08-09

Inquiries:

Voice: (916) 653-2535
TDD: (916) 653-1966

Note: In line #12 of the State Application, you must clearly reference **M80#179 08-09**, and indicate the basis of your eligibility; i.e., List, Transfer, SROA, Surplus, Reemployment or Reinstatement. Failure to do so could result in being rejected from the interview process.

Final Filing Date: Until Filled

AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS. PER MILITARY AND VETERANS' CODE, SECTION 80, WHENEVER POSSIBLE, PREFERENCE SHALL BE GIVEN TO VETERANS FOR EMPLOYMENT IN THE DEPARTMENT OF VETERANS AFFAIRS. APPLICATIONS WILL BE SCREENED AND ONLY THE MOST QUALIFIED WILL BE INTERVIEWED. PSNO: 831-116-9928-001 RELEASED: 2.09.09